

2023 Job Seeker Survey Results

WE ARE YOUR DOL



SEPTEMBER 2023

Overview

In 2021, the New York State Department of Labor (DOL) and The Business Council of New York State partnered to conduct a comprehensive survey of New York State businesses focused on workforce development. As a follow-up to that survey, DOL launched a statewide Job Seeker Survey 2021. The results of these surveys continue to shape workforce development practices and policy from the P-12 system to higher education and among training providers across New York State.

In 2022 and 2023, DOL again worked to gather real-time feedback on the state of the workforce from job seekers. In total, **8,200 individuals** responded to the survey in 2023.

Special thanks must be given to the New York State AFL-CIO, New York Association of Training and Employment Professionals, The Business Council and the Workforce Development Institute for their assistance in shaping survey questions. As with the previous surveys, survey questions were optional, but job seekers were encouraged to answer as many as possible. Percentages listed represent a percentage of the total participants for that individual question, not all survey participants.

Where are you looking for work?

Capital Region	439
Central New York	371
Finger Lakes	338
Mid-Hudson	952
Long Island	1,367
Mohawk Valley	140
New York City	4,529
North Country	116
Southern Tier	215
Western NY	447
Outside of NYS	570
All Regions	747

Desired Industry Shift

Job seekers identified the industry of their last job compared to where they are currently looking for employment:

Industry	2021*		2022		2023	
	Last Job	Seeking Work	Last Job	Seeking Work	Last Job	Seeking Work
Agriculture, Forestry, Fishing	<1%	1%	3%	4%	2%	5%
Mining, Quarrying, Extraction	<1%	<1%	1%	2%	1%	2%
Utilities	1%	1%	3%	6%	3%	8%
Construction	4%	5%	15%	17%	8%	11%
Manufacturing	5%	5%	7%	9%	7%	10%
Wholesale Trade	1%	1%	2%	4%	3%	6%
Retail Trade	13%	9%	14%	15%	17%	17%
Transportation, Warehousing	8%	7%	9%	13%	12%	14%
Information	2%	3%	4%	9%	8%	15%
Finance and Insurance	4%	4%	8%	11%	10%	14%
Real Estate, Rental & Leasing	1%	2%	3%	6%	5%	8%
Prof., Scientific, Technical	4%	6%	8%	13%	11%	17%
Management of Companies	2%	3%	5%	10%	7%	12%
Admin. & Waste Mgt. Services	4%	5%	5%	10%	7%	13%
Educational Services	7%	6%	8%	13%	13%	19%
Health Care & Social Asst.	16%	17%	19%	24%	22%	29%
Arts, Entertainment & Rec.	5%	6%	8%	14%	11%	19%
Accommodation & Food Svc.	11%	6%	9%	10%	11%	12%
Other Services	8%	7%	10%	14%	12%	15%
Public Administration	3%	6%	5%	13%	10%	24%

*Beginning in 2022, individuals were allowed to choose multiple past and potential occupations.

Incentives

What work options/incentives would you like employers to offer?

Incentive <i>(Statewide, 2022)</i>	%	Incentive <i>(Statewide, 2023)</i>	%
Paid time off	38%	Ability to work remotely full-time	36%
Higher pay / higher starting pay	36%	Paid time off	35%
Ability to work remotely full-time	33%	Higher pay / higher starting pay	33%
Ability to work remotely some of the time	31%	Health insurance	33%
Flexibility to choose my own hours	31%	Ability to work remotely some of the time	33%
Fewer days of work per week with same overall pay	29%	Flexibility to choose my own hours	30%
Ability to only work during the week	27%	Ability to only work during the week	27%
Ability to work early in the morning	21%	Fewer days of work per week with same overall pay	24%
Promotional opportunities	19%	Ability to work early in the morning	21%
A promise of potential future earnings based on performance	18%	Retirement account	17%

Services

What services would be most beneficial to you as a job seeker?	%
Access to good online training courses	44%
Virtual workshops	44%
In-person workshops	37%
Virtual job fairs	34%
In-person job fairs	33%
One-on-one career guidance or advice	32%
Headhunter / recruiter / employment agency	29%
Professional network / colleagues / references	28%

Barriers

What barriers to employment do you face?

Barrier (statewide)	Mild	Severe
I don't have enough experience in the field	29%	10%
I don't have a large professional network	29%	18%
I don't have the right degree, certificate or credential	28%	16%
I don't have enough modern / digital skills	27%	10%
I face discrimination due to my age	27%	21%
I have insufficient education or training	27%	10%
I have gaps in employment	25%	10%
I'm unable to practice for potential job interview questions	19%	6%
I'm unable to create cover letters and resumes	18%	6%
I'm unable to access technology to work remotely	16%	7%
I don't have access to reliable transportation	15%	7%
I have a disability	13%	5%
I'm unable to access the Internet to search for jobs	11%	3%
I don't have a driver's license	10%	11%

Barrier	Capital Region		Central New York	
	Mild	Severe	Mild	Severe
I don't have enough experience in the field	32%	12%	29%	11%
I don't have a large professional network	32%	19%	29%	19%
I don't have the right degree, certificate or credential	30%	15%	34%	15%
I don't have enough modern / digital skills	27%	9%	30%	8%
I face discrimination due to my age	29%	24%	31%	20%
I have insufficient education or training	26%	10%	31%	8%
I have gaps in employment	23%	10%	25%	10%
I'm unable to practice for potential job interview questions	18%	5%	20%	4%
I'm unable to create cover letters and resumes	17%	6%	20%	6%
I'm unable to access technology to work remotely	14%	6%	15%	7%
I don't have access to reliable transportation	14%	7%	14%	8%
I have a disability	18%	5%	20%	5%
I'm unable to access the Internet to search for jobs	8%	3%	13%	3%
I don't have a driver's license	6%	8%	7%	9%

Barrier	Finger Lakes		Long Island	
	Mild	Severe	Mild	Severe
I don't have enough experience in the field	28%	11%	29%	11%
I don't have a large professional network	35%	16%	30%	20%
I don't have the right degree, certificate or credential	32%	15%	27%	17%
I don't have enough modern / digital skills	27%	9%	28%	11%
I face discrimination due to my age	36%	24%	28%	27%
I have insufficient education or training	29%	10%	26%	11%
I have gaps in employment	28%	10%	25%	11%
I'm unable to practice for potential job interview questions	18%	5%	20%	6%
I'm unable to create cover letters and resumes	17%	5%	19%	6%
I'm unable to access technology to work remotely	13%	8%	14%	6%
I don't have access to reliable transportation	12%	7%	15%	7%
I have a disability	17%	8%	12%	5%
I'm unable to access the Internet to search for jobs	9%	2%	11%	3%
I don't have a driver's license	4%	6%	7%	6%

Barrier	Mid-Hudson		Mohawk Valley	
	Mild	Severe	Mild	Severe
I don't have enough experience in the field	30%	12%	28%	14%
I don't have a large professional network	31%	21%	30%	18%
I don't have the right degree, certificate or credential	30%	16%	29%	20%
I don't have enough modern / digital skills	26%	10%	25%	13%
I face discrimination due to my age	29%	26%	22%	21%
I have insufficient education or training	28%	10%	25%	14%
I have gaps in employment	26%	11%	22%	11%
I'm unable to practice for potential job interview questions	18%	6%	16%	9%
I'm unable to create cover letters and resumes	18%	6%	18%	9%
I'm unable to access technology to work remotely	14%	6%	20%	7%
I don't have access to reliable transportation	14%	6%	15%	13%
I have a disability	15%	5%	14%	6%
I'm unable to access the Internet to search for jobs	9%	3%	14%	6%
I don't have a driver's license	7%	8%	4%	13%

Barrier	New York City		North Country	
	Mild	Severe	Mild	Severe
I don't have enough experience in the field	29%	11%	35%	15%
I don't have a large professional network	29%	19%	38%	25%
I don't have the right degree, certificate or credential	28%	17%	33%	24%
I don't have enough modern / digital skills	26%	10%	26%	12%
I face discrimination due to my age	26%	19%	34%	21%
I have insufficient education or training	28%	10%	32%	16%
I have gaps in employment	26%	11%	25%	15%
I'm unable to practice for potential job interview questions	20%	6%	25%	6%
I'm unable to create cover letters and resumes	19%	6%	17%	11%
I'm unable to access technology to work remotely	16%	7%	18%	5%
I don't have access to reliable transportation	17%	7%	12%	11%
I have a disability	12%	4%	18%	7%
I'm unable to access the Internet to search for jobs	12%	3%	13%	1%
I don't have a driver's license	13%	14%	4%	10%

Barrier	Southern Tier		Western New York	
	Mild	Severe	Mild	Severe
I don't have enough experience in the field	29%	9%	27%	8%
I don't have a large professional network	31%	17%	32%	15%
I don't have the right degree, certificate or credential	25%	18%	30%	13%
I don't have enough modern / digital skills	25%	11%	28%	8%
I face discrimination due to my age	29%	25%	31%	20%
I have insufficient education or training	23%	14%	24%	9%
I have gaps in employment	24%	9%	25%	8%
I'm unable to practice for potential job interview questions	19%	3%	15%	3%
I'm unable to create cover letters and resumes	16%	6%	19%	3%
I'm unable to access technology to work remotely	15%	6%	16%	5%
I don't have access to reliable transportation	9%	9%	14%	7%
I have a disability	15%	7%	17%	6%
I'm unable to access the Internet to search for jobs	8%	2%	11%	2%
I don't have a driver's license	2%	7%	5%	10%

What barriers to additional education do you face?

Barrier to Education (statewide)	Mild	Severe
I don't know where to start	26%	16%
I don't know what I need	22%	13%
Lack of available programs	20%	14%
I'm worried it will be too difficult	20%	10%
Cost	19%	37%
Current loan debt	13%	19%
Child care / family obligations	12%	9%
Don't want to commit the time	12%	4%
Can't give up job at this time	11%	14%

Barrier to Education	Capital Region		Central New York		Finger Lakes	
	Mild	Severe	Mild	Severe	Mild	Severe
I don't know where to start	29%	15%	29%	16%	27%	16%
I don't know what I need	25%	10%	25%	16%	23%	14%
Lack of available programs	23%	12%	20%	15%	20%	15%
I'm worried it will be too difficult	21%	9%	23%	10%	21%	9%
Cost	19%	37%	20%	40%	19%	40%
Current loan debt	15%	20%	16%	21%	10%	23%
Child care / family obligations	10%	9%	14%	7%	12%	6%
Don't want to commit the time	13%	4%	14%	3%	11%	4%
Can't give up job at this time	13%	17%	11%	15%	13%	15%

Barrier to Education	Long Island		Mid-Hudson		Mohawk Valley	
	Mild	Severe	Mild	Severe	Mild	Severe
I don't know where to start	27%	18%	30%	16%	28%	17%
I don't know what I need	25%	13%	26%	14%	23%	14%
Lack of available programs	21%	14%	22%	15%	16%	14%
I'm worried it will be too difficult	21%	11%	21%	9%	19%	10%
Cost	20%	39%	20%	40%	19%	39%
Current loan debt	13%	21%	15%	20%	11%	17%
Child care / family obligations	13%	9%	11%	10%	13%	6%
Don't want to commit the time	12%	4%	13%	4%	17%	5%
Can't give up job at this time	11%	14%	13%	15%	17%	15%

Barrier to Education	New York City		North Country		Southern Tier	
	Mild	Severe	Mild	Severe	Mild	Severe
I don't know where to start	28%	15%	29%	22%	23%	19%
I don't know what I need	23%	12%	25%	18%	17%	18%
Lack of available programs	21%	14%	25%	19%	16%	15%
I'm worried it will be too difficult	21%	9%	26%	11%	19%	13%
Cost	20%	37%	15%	47%	17%	40%
Current loan debt	13%	19%	11%	27%	13%	21%
Child care / family obligations	14%	9%	16%	10%	11%	6%
Don't want to commit the time	12%	3%	16%	3%	17%	3%
Can't give up job at this time	11%	13%	15%	19%	12%	15%

Western New York**Barrier to Education**

	Mild	Severe
I don't know where to start	24%	15%
I don't know what I need	20%	14%
Lack of available programs	20%	14%
I'm worried it will be too difficult	20%	10%
Cost	18%	35%
Current loan debt	12%	20%
Child care / family obligations	10%	7%
Don't want to commit the time	13%	2%
Can't give up job at this time	11%	14%

Training

If specific skill training were available (on your schedule and affordable/at no-cost), in what type(s) of training would you be interested?

1. Digital Skills

2. Information Technology

3. Excel

4. Administrative

5. CDL

6. Health Care

7. Accounting

8. Project Management

9. Medical Coding/Billing

10. Security

11. Microsoft Office

12. Nursing

13. Digital Marketing

14. Management

15. Electrical

16. Construction

17. Culinary

18. Real Estate

19. Teaching

20. CNA

21. Cybersecurity

22. Coding

23. Customer Service

24. Home Health Aide

Regional Training Results

Capital Region

Digital Skills

Excel

Digital Marketing

Information Technology

Administrative

CDL

Microsoft Office

Accounting

Medical Coding/Billing

Project Management

Central New York

Digital Skills

Information Technology

CDL

Medical Coding / Billing

Administrative

Project Management

Nursing

Construction

Management

Electrical

Mohawk Valley Region

Digital Skills

Information Technology

Accounting

Administrative

Construction

Project Management

Management

Human Resources

Digital Marketing

Nursing

New York City

Digital Skills

Information Technology

Excel

Administrative

CDL

Project Management

Health Care

Security

Accounting

Medical Coding / Billing

Finger Lakes

Digital Skills

Excel

Information Technology

CDL

Accounting

Health Care

Medical Coding / Billing

Project Management

Electrical

Administrative

Long Island

Digital Skills

Excel

Information Technology

Health Care

Project Management

Microsoft Office

CDL

Administrative

Accounting

Medical Coding / Billing

Mid-Hudson Region

Digital Skills

Information Technology

Excel

Project Management

Accounting

Medical Coding / Billing

Microsoft Office

CDL

Digital Marketing

Nursing

North Country Region

Digital Skills

CDL

Information Technology

Accounting

Electrical

Excel

Project Management

Nursing

Digital Marketing

Diesel Mechanic

Southern Tier

Digital Skills

Excel

Administrative

Accounting

Information Technology

Electrical

CDL

Customer Service

CNA

Microsoft Office

Western New York

Digital Skills

Excel

Information Technology

CDL

Administrative

Health Care

Accounting

Microsoft Office

Nursing

Management